

## INTERNET SUPPORT SPECIALIST

### NATURE OF WORK

This is responsible technical work serving as a liaison between customers and the Information Services Division for questions, problems and requests regarding the City-County WEB site.

Work involves responsibility for performing technical duties associated with the City-County WEB site; maintaining and supporting requests for service within the WEB site; and assisting other Information Services staff with WEB site management tasks and new development efforts. Supervision is received from an administrative superior with work being reviewed through conferences and results achieved on the WEB site.

### EXAMPLES OF WORK PERFORMED

Prepares word processing documents for HTML conversion.

Creates or digitizes documents, graphs, forms, images and photographs utilizing WEB hardware and software technologies; insures quality assurance standards are maintained.

Organizes and controls requests for service forms, documents and materials; schedules, coordinates and maintains replaceable objects in a timely manner.

Assists Customer Services in problem tracking and resolution of the City-County public access sites.

Assists in the design, development and implementation of WEB pages.

Assists management in the creation of WEB site statistics and reporting documents.

Acts as a citizen liaison for external WEB users.

Assists in the preparation for demonstrations, conferences, seminars and training sessions; provides clerical support in the areas of training, manuals, photocopying and word processing assignments as needed.

Performs related work as required.

DESIRABLE KNOWLEDGES, ABILITIES AND SKILLS

Considerable knowledge of HTML.

Considerable knowledge of word processing software.

Knowledge of Adobe Acrobat and Paint Shop Pro.

Knowledge of document scanners and digital cameras.

Knowledge of the Windows Operating System.

Ability to effectively manage time and work on many simultaneous projects.

Ability to troubleshoot and resolve WEB-related problems.

Ability to establish and maintain effective working relationships with co-workers and other City and County employees.

Ability to respond to questions, concerns, complaints and comments in an accurate, timely and helpful manner.

DESIRABLE TRAINING AND EXPERIENCE

Graduation from a senior high school or equivalent and experience utilizing WEB hardware and software technologies.

MINIMUM REQUIREMENTS

Graduation from a senior high school or equivalent and some experience utilizing WEB hardware and software technologies; or any equivalent combination of training and experience which provides the desirable knowledges, abilities and skills.

Approved by: \_\_\_\_\_  
Department Head Personnel Director

12/20

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